

# Transport available to Ealing Residents

# Introduction to Transport in Ealing

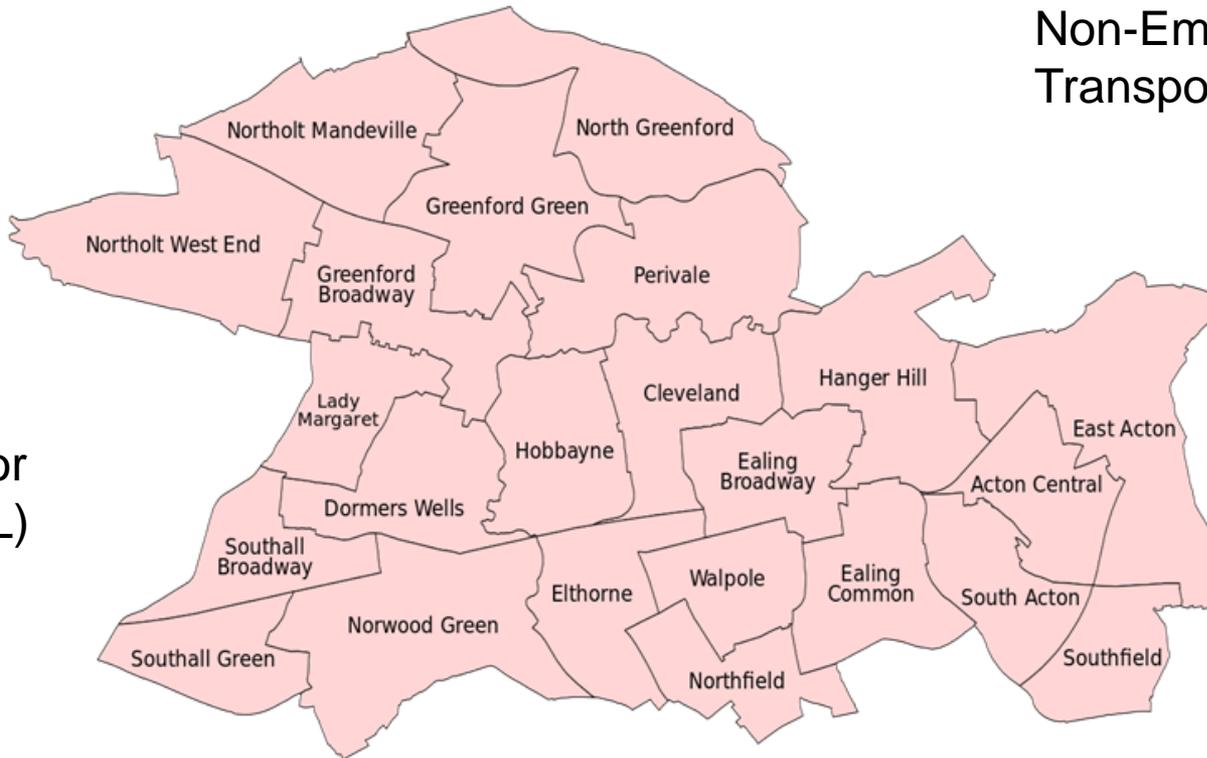
- *What transport options are available to Ealing residents to access health care services across North West London?*
- *Who commissions and provides this transport?*
- *Who can use these transport services and how much does it cost?*
- *How many people use these transport services?*

# Transport options in Ealing

Taxicard

Non-Emergency Patient Transport (NEPTS)

Transport for London (TfL)



Dial-a-Ride

Ealing  
Community  
Transport

# Non-Emergency Patient Transport (NEPTS)

- Provided by each hospital trust and funded by the Clinical Commissioning Group (CCG).
- Eligibility based on medical need, cannot be used for financial need
- Clinically assessed by either GP and or hospital staff
- Journeys from home to hospital and return
- Free of charge for patient
- Paid for by CCGs within wider hospital contracts.
- 500,000 journeys in North West London (NWL) in 2015-2016
- Cost to the CCG – approx. £18m in 2015-2016
- Vehicle provided based on medical need
- Patients must be prepared to wait for up to 2 hours for their journey
- Patients are reassessed
- Assessment process varies between trusts.

# NWL PTS Programme Engagement

## **Public and Patient:**

- Surveys – In December 2015, 700 patients told us the main issues with patient transport included a lack of consistency in quality of service, information and eligibility. This informed our work plan.
- Workshops held in January 2016 to develop a PTS patient charter and quality standards.
- Workshops held in October 2016 and June 2017 to develop the common assessment process.

## **Clinical:**

- 2017 on-going engagement with acute clinicians and GPs to develop the common assessment process

# NWL PTS Programme

- Remit to provide uniformity of service for Non-Emergency Patient Transport across acute hospitals in NWL
- Development of Quality Standards and a Patient Charter
- Key Performance Indicators (KPIs) which are now in within current contracts and monitored by NWL CCGs
- In 2017 Trusts began submitting data on an updated set of KPIs
- Departure times still need to be improved as patients are waiting too long to leave the hospital.
- Development of a common assessment process across North West London which will result in a fairer and more equitable service for all.

# PTS Procurement

- Each Trust procures its own transport service and develops a service specification based on its individual needs.
- We are working with trusts to standardise the procurement process.
- The trust sets its own performance KPIs but must now include a standardised set of NWL wide KPIs
- Contracts can either be charged at cost per journey or block contracts
- The service is funded by the CCGs within wider hospital contracts

# Patient Transport Services (PTS) Providers:

**London North West University Healthcare NHS Trust** – service was provided by Private Ambulance Service (PAS) until September 2017 but went into administration. Currently a step-in service is being fulfilled by Bears / ATL. Reprourement is underway for a contract to begin 1<sup>st</sup> November 2018.

**Imperial College Healthcare NHS Foundation Trust** – service is provided by DHL, contract has been extended while procurement is underway.

**Chelsea and Westminster Hospital NHS Foundation Trust** – At Chelsea hospital the service is provided by Healthcare and Transport Services (HATS) and at West Middlesex the provider is ISS Facilities. Contracts have been extended to October while procurement is underway for a new provider.

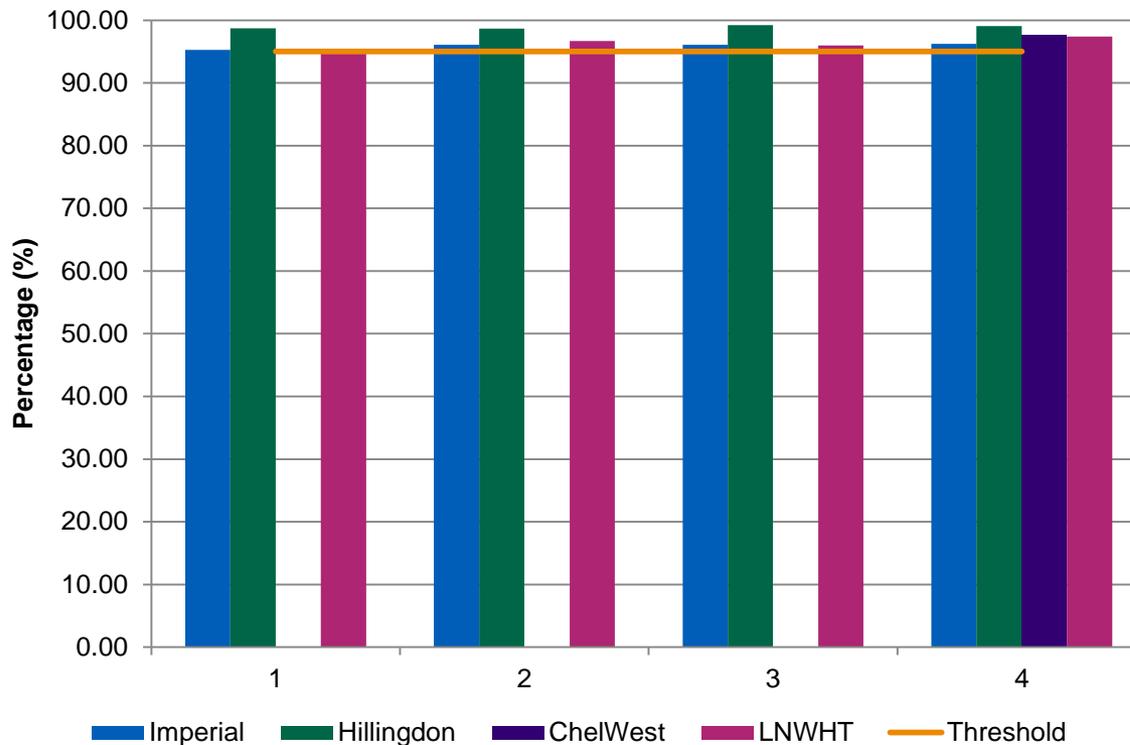
**The Hillingdon Hospitals NHS Foundation Trust** – Following the end of contract with E-Zec, HATS began providing the service on 1st September 2017

# Trust Performance

- All Trusts are meeting KPIs around vehicle cleanliness, safety and driver training, as well as time spent on the vehicle for longer journeys of 6-10 miles.
- London North West are performing well on time spent on vehicle for all journeys and have improved contact with patients
- Hillingdon and Imperial have consistently improved on departure times over the past year
- Chelsea and Westminster are meeting all of their KPIs.

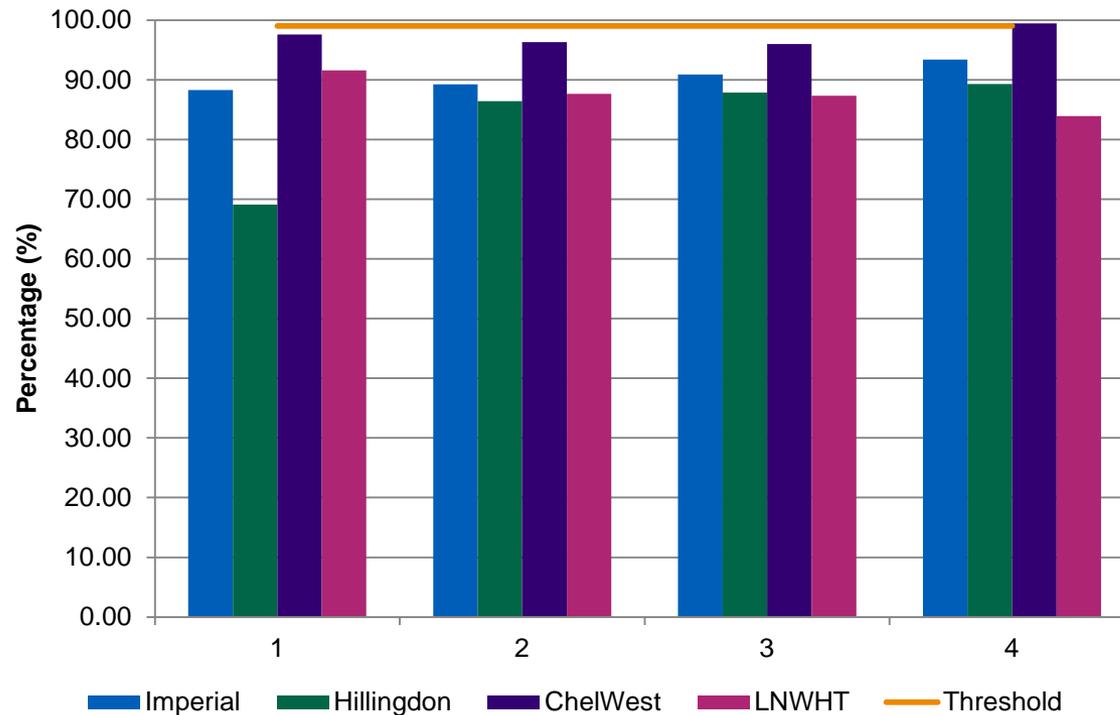
# Performance – where we are doing well

**Service users who live 6.01 - 10.00 miles from the clinic will spend no longer than 90 minutes on the vehicle: Threshold  $\geq 95\%$**



# Performance – where we can improve

**Patients will depart within 90 minutes of being booked ready to leave: Threshold  $\geq 99\%$**



# Transport for London (TfL)

- Ealing is served by a combination of buses, underground and national rail.
- NWL Collaboration works with TfL to ensure suitable public transport access to healthcare services.
- Patients are entitled to a Freedom Pass if aged over 66 or if disabled under criteria: Blind or partially sighted, profoundly or severely deaf, without speech, disability or injury causing substantial and long-term adverse effect on ability to walk, no arms or long-term loss of the use of both arms, learning disability 'which includes significant impairment of intelligence and social functioning, or unable to drive for medical reasons.

# Dial-a-ride

- Provides short but essential journeys for members, such as to the doctor, dentist and local shops. Available for people who have a permanent or long-term disability which means they are unable to use public transport some or all of the time. It is operated by Ealing Community Transport and funded by TfL.
- Dial-a-Ride cannot guarantee drop off times, and will not take people to a hospital appointment – it can only take transport to ‘high street’ medical appointments like the GP or Optician.

# Taxicard

- There were 2426 active users in Ealing in 2016 - 2017
- The user pays part of the cost and it can be used to pay for trips to medical appointments as well as every day living
- The number of journeys is allocated per year depending on the needs of the individual user.
- Enables members who have difficulty in using public transport to get out and about. The scheme provides trips for social purposes, for example going shopping, visiting friends and family, and going out to events
- The scheme is paid for the local council and Transport for London. It is administered by London Councils, with a contractor providing taxis and Private Hire Vehicles
- Taxi drivers can assist members in and out of taxis but not into their home.

# Taxicard

## Eligible if:

- Receive the Higher Rate Mobility Component of the Disability Living Allowance
- Receive 8 points or more for the Moving Around Activity component of Personal Independence Payment (PIP)
- Are registered severely sight impaired or blind (not partially sighted)
- Receive a War Pension Mobility Supplement
- Receive the Armed Forces Independence Payment (mobility element)
- Can apply with medical evidence if do not fit above categories.

# Financial Support

## **Healthcare Travel Costs Scheme (HTCS)**

- Eligible if on certain income based benefits: Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit Guarantee Credit, Universal Credit under specified criteria or are named on a NHS tax credit exemption, HC2 or HC3 certificate.
- Patient pays for journey upfront and is reimbursed.
- Where required and appropriate, advance payments can be made to patients to assist them in attending their health care appointments
- Refunds given on the basis of the cheapest suitable mode of transport for individual circumstances, which can include age, medical condition, or any other relevant factors such as complexity of journey. Usually this means off-peak public transport.
- The Trust reclaims the cost from the patient's home CCG
- Covers longer journeys made under the Patient Choice scheme but has to be approved by the patient's home CCG prior to travel

# Ealing Community Transport (ECT)

- Commissioned by Ealing CCG, this is a 5 year contract which commenced on 1st April 2017 following the completion of a pilot project. Following a procurement Ealing CCG have commissioned ECT to provide up to 8000 journeys.
- Patients are picked up from home and taken to GP practice appointments.
- Provides an accessible minibus service – ‘Plus Bus for Health’ - designed to assist patients who are either isolated geographically or who are unable to leave their homes because of physical or mental health problems.
- Drivers are trained to safely assist passengers on to the bus and provide a door-to-door service - removing a barrier that exists for many patients. Patients can safely board the vehicles via steps or a passenger lift and walk upright to their seats with the driver’s/carer’s assistance if required.

# Ealing Community Transport

- A dedicated social isolation post is in place to understand the impact of the service on patients and GP practices.
- ECT performs well against the agreed standards, for example:

*Deliver the agreed annual number of trips (up to 8,000 scheduled one-way trips), which includes any cancellations within 24 hours of the appointment they achieved 99.9% compliance in Q2 (2 patients short of Q total, 1998 trips compared to a target of 2000).*

*Ensure patients are collected from place of residence no earlier than 60 minutes before the appointment time. The provider achieved 100% compliance in Q2.*

# Ealing Community Transport

- The provider is currently carrying out an evaluation to assess the impact of patient transport. It aims to review the impact on both patients and practices, for example reducing missed appointments and whether there is a reduction in home visits and non-elective admissions to hospitals. Practices that are the highest users of the service are being contacted to take part.
- Feedback from practices is that patients are reporting a high level of satisfaction with the service and practices are suggesting it has led to fewer home visits for this cohort of patients.
- For non-medical appointments a separate PlusBus service provides door-to-door transport for people who find it difficult to use public transport and/or have mobility difficulties. Book 1- 4 weeks ahead. Journeys cost £3 for a single trip and £5 for a return journey. Funded by charitable donations.

# London Ambulance Service (LAS)

- Provides inter-hospital and critical transfers across London
- In North West London between November 1<sup>st</sup> and December 31<sup>st</sup> 2017 there have been 628 transfers between hospitals of which 284 were critical transfers, and 211 were flagged as 'immediate transfers'
- Between November 1<sup>st</sup> and 31<sup>st</sup> December 2017 LAS transferred 117 patients from Ealing to other hospitals. This consisted of 68 adult patients and 46 paediatric patients (under 16 years). 3 patients didn't have an age recorded.
- These journeys were paid for as part of the existing London Ambulance Service contract.